

**BUREAU FOR PRIVATE POSTSECONDARY
AND VOCATIONAL EDUCATION**

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**NOTICE AND EXPLANATION OF STUDENT RIGHTS
UNDER THE STUDENT TUITION RECOVERY FUND**

Dear Student:

Enclosed is the Student Tuition Recovery Fund (STRF) application. The following information will assist in the completion of your application and provide an understanding of the process. In order for your application to be processed, **you must answer all questions**. Where the questions are not applicable or information is unknown (you cannot obtain it), please indicate this in your response.

What is the STRF?

The STRF program was created by the State of California to relieve or mitigate economic losses suffered by California residents who were students attending schools approved by the Bureau for Private Postsecondary and Vocational Education (Bureau), whose education was discontinued or displaced due to the school's closure, breach of the school's contractual or enrollment agreement, or other events as described under California Education Code Section 94944.

Am I Eligible for STRF?

You may be eligible for STRF if you were a resident in California, prepaid tuition, paid the STRF fee, and suffered an economic loss as a result of any of the following:

- The school's closure before the course of instruction was completed.
- The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purposes, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school
- The school's failure to pay or reimburse loan proceeds under the federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
- The school's breach or anticipatory breach of the agreement for the course of instruction.
- There was a decline in the quality of the course of instruction within 30 days before the school closed or if the decline began earlier than 30 days prior to closure, a time determined by the Bureau.

- The school committed fraud during the recruitment or enrollment or program participation of the student.

You may also be eligible for STRF if you were a student that was unable to collect a court judgement against the school in violation of the Private Postsecondary and Vocational Education Reform Act of 1989.”

You are **not** eligible for STRF if :

- You are not a California resident who attended a Bureau approved or registered school.
- All of your tuition is paid by a third party-payer (such as an employer, government program, or other payer) and you have no separate agreement to repay the third party.

What if the school is still open?

Contact the school for resolution and options. If you are unable to resolve your issue, you may file a complaint with the Bureau for Private Postsecondary and Vocational Education.

How long do I have to file a STRF claim?

If you meet the criteria outlined above, complete and file the attached STRF application:

- Within one year of receiving notice from the school or the Bureau that the school closed; or,
- If no notice is received from the school or Bureau within 90 days of the school closure, the application shall be filed within four years of the school's closure; or,
- Within two years from the student's or former student's receipt of an explanation of his or her rights and an application form, whichever of those claim periods expires later; or,
- Within two years after the date upon which the judgement you obtained against the school became final. Submit a copy of the final judgment and document the efforts that show your attempt to collect the judgment from the school. Attach to your application.

Who receives the STRF refund?

If some or all of your tuition was paid with a student loan, the STRF payment can be paid directly to the loan guarantee agency or loan-servicing agency with your approval. Otherwise, it will be refunded to you and it is your responsibility to pay off any outstanding student loans.

How long does it take to process a STRF application?

The Bureau has 60 days from the receipt of a **completed** STRF application to pay or deny the reimbursement. This time period may be extended an additional 90 days to investigate the accuracy of your application. An application **will not be considered complete** until all the questions have been answered and documentation provided. Where the questions are not applicable or information is unknown (you cannot obtain it), please indicate this in the response. Additionally, all necessary receipts, the contract for educational services or enrollment agreement, loan documents, and loan discharge forms if applicable, must be included in the package.

It is not necessary to contact the STRF Unit unless it has been longer than 60 days since you received your acknowledgement letter. Following these instructions will assist us in processing the STRF applications efficiently.

An incomplete application cannot be processed. Please ensure your application is complete. Use **Section VII. Comments** of the application, to provide additional information and attach all supporting documentation.

Should I have questions in completing the application who do I call?

Please contact the Bureau, STRF Unit for assistance at (916) 445-3427.

Where do I mail my STRF application?

Once your application is complete, ***make a copy for your records***, and mail your STRF application and **copies** of your documentation to:

**Student Tuition Recovery Fund
Bureau for Private Postsecondary and Vocational Education
P.O. Box 980818
West Sacramento, CA 95798-0818**